March 12, 2004

Dear Provider

This letter contains an important announcement about New York Medicaid’s termination of support for the Provider Assisted Claim Entry System (PACES) billing software. The Department of Health through its fiscal agent, Computer Sciences Corporation (CSC), has replaced and enhanced PACES functionality with a HIPAA-compliant web-based application known as the Electronic Provider Assisted Claim Entry System (ePACES). Medicaid currently supports both PACES and ePACES, but effective April 15, 2004 the PACES billing software will no longer be supported. This means that updates to the PACES software and phone support will cease on this date. Providers who continue to utilize PACES past this date will have no support for problems that may occur with PACES software. This could result in unpaid claims.

Medicaid strongly urges PACES users to begin their transition to ePACES immediately. However, it should be mentioned that transition to ePACES is not mandated and PACES users may prefer to convert to some other HIPAA-compliant billing software. ePACES is free, easy to use and readily available. Transition to ePACES should have minimal adverse impact on providers’ billing systems. ePACES will not require that users install customized software because the application will reside on a CSC server and users will always be accessing its most updated version.

The ePACES software application allows providers to submit HIPAA compliant Claims (Professional, Institutional and Dental), Eligibility Verification, Claim Inquiry, Service Authorization, and Dispensing Validation System transactions and receive a timely response to such transactions. Built with the end-user in mind, the ePACES application has user-friendly navigation, data entry fields and pop-up boxes that encourage both speed and accuracy. Comprehensive on-line help documentation enhances users’ ability to move within the application effortlessly, simplifying entry and transmission of claim data.

**Transitioning to ePACES**

Enrollment in ePACES begins with a “token” number that can be requested by calling CSC’s Call Center at the number below. This token along with the provider’s email address will be needed for ePACES enrollment at www.emedny.org/enroll. To utilize ePACES, providers must also have an ETIN (formerly known as TSN). Providers can utilize the same TSN being used to submit claims via PACES as long as a current certification is on file. Step-by-step enrollment instructions are available at www.emedny.org. On the side menu bars, click on “HIPAA”, then “ePACES General Information and Enrollment”, then select, “ePACES Provider Enrollment Process.”

Providers can use any operating system with ePACES (Microsoft Windows, Macintosh, or Linux). For optimal performance of ePACES, providers will need the following:

- A browser (minimum version: Netscape version 4.7 or Microsoft Internet Explorer version 4.01)
- Access to the internet via a broadband connection (AOL Broadband, Road Runner, DSL connection, etc.), or a dial-up connection (AOL dial-up, AT&T, Netzero dial-up, etc.) at 56Kbps.

Questions about the required conversion from PACES to ePACES by April 15, 2004 should be directed to CSC’s Call Center at 1-800-522-5518 or (518) 447-9860.

Sincerely,

Provider Relations